

CAHPS Hospital Survey: Items in the Reporting Composites for Adults

Sponsors of the Hospital Survey can report seven composites for adults:

- Communication with nurses
- Communications with doctors
- Communication about medication
- Nursing services
- Discharge information
- Pain control
- Physical environment

Communication with Nurses		
Q1	During this hospital stay, how often did nurses treat you with courtesy and respect?	Response Format <ul style="list-style-type: none"> ▪ Never ▪ Sometimes ▪ Usually ▪ Always
Q2	During this hospital stay, how often did nurses listen carefully to you?	
Q3	During this hospital stay, how often did nurses explain things in a way you could understand?	

Communication with Doctors		
Q5	During this hospital stay, how often did doctors treat you with courtesy and respect?	Response Format <ul style="list-style-type: none"> ▪ Never ▪ Sometimes ▪ Usually ▪ Always
Q6	During this hospital stay, how often did doctors listen carefully to you?	
Q7	During this hospital stay, how often did doctors explain things in a way you could understand?	

Communication about Medication		
Q16	Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?	Response Format <ul style="list-style-type: none"> ▪ Never ▪ Sometimes ▪ Usually ▪ Always
Q17	Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?	

Nursing Services

Q4	During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?	Response Format <ul style="list-style-type: none"> ▪ Never ▪ Sometimes ▪ Usually ▪ Always ▪ For question 4 only: I never pressed the call button
Q11	How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?	

Discharge Information

Q19	During your hospital stay, did hospital staff talk with you about whether you would have the help you needed when you left the hospital?	Response Format <ul style="list-style-type: none"> ▪ Yes ▪ No
Q20	During your hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital?	

Pain Control

Q13	During this hospital stay, how often was your pain well controlled?	Response Format <ul style="list-style-type: none"> ▪ Never ▪ Sometimes ▪ Usually ▪ Always
Q14	During this hospital stay, how often did the hospital staff do everything they could to help you with your pain?	

Physical Environment

Q8	During this hospital stay, how often were your room and bathroom kept clean?	Response Format <ul style="list-style-type: none"> ▪ Never ▪ Sometimes ▪ Usually ▪ Always
Q9	During this hospital stay, how often was the area around your room quiet at night?	